



The following guide was created by US Airways Employee Travel Services for employees to give to their guest pass travelers. Employees are responsible for understanding and following the non-revenue travel rules and regulations as well as educating their pass travelers. If you have any questions about this guide or the guest pass travel program please contact Employee.Travel@usairways.com.

TO: Guest Pass Traveler
FROM: US Airways Employee
RE: US Airways Guest Pass Travel Program

Employee Name:	
Employee Badge Number:	
Passenger Name Record (PNR):	
Guest Pass User Travel US User ID: <i>If employee assigned through Travel US</i>	
Guest Pass User Travel US Password: <i>If employee assigned through Travel US</i>	

If you are receiving this letter, it's because I consider you a friend and are lucky enough to be a recipient of my travel privileges. Because my pass benefits are important to me, I want to make sure you fully understand the guest pass program so we can both travel with no turbulence. Please carefully read the information below.

Employee travel privileges and your guest pass can be suspended or revoked, if abused.

Guest Pass Program: Guest pass travel itineraries can only be created online by the employee or thru authorized designated user access to Travel US. On the day of your departure, make sure you have the Passenger Name Record (PNR) also referred to as a confirmation number or record locator, which is a series of letters and numbers that the employee can provide you with after they list you for your flight(s). **You will need the PNR and my employee ID number to check in for the flight or to make any adjustments to the listing at the airport.**

Some other things you should know about Guest Passes:

Guest passes are void if the employee is suspended or leaves the company. One guest pass may be issued as a one way or as a round trip in Coach. A guest pass ticket is an e-ticket, so it is paperless. The only option of paying for the pass is online through Travel US. The guest pass travelers' credit card can be used for payment.

A guest pass provides standby travel in Coach Class only, which means that you will be boarded on the flight only if a seat is available in Coach at departure time. Guest passes are to be used for personal leisure/vacation or guest emergency purposes only. They may not be sold for profit or used in payment of any personal or business debt or used for any purposes that results in personal or business gain. Travel for business associated with other firms or self-employment purposes is strictly prohibited.

Boarding Priority: Guest pass travelers traveling *without* the employee have a standby priority code of Space Available Seventh Priority (SA7P) and will be boarded among other SA7P travelers by time of check in. Guest pass travelers traveling *with* the employee who provided the pass will board at the same priority as the employee, Space Available Third Priority (SA3P), based on the employee's seniority date. Be aware that standby travel is extremely difficult on weekends and holidays. Guest pass travelers are not eligible for denied boarding compensation or any expenses related to flight delay, cancellation, or sold out flights. Guest pass travelers are not entitled to be transferred to another carrier in case of delay or cancellation. You may also be asked to deplane at an intermediate point to accommodate revenue customers or other standby passengers with higher priorities.

First Class/Envoy Travel: For a fee, guest pass travelers 12 years of age and older may purchase a First Class/Envoy upgrade. The employee can provide you with information on current upgrade fees schedule. First Class/Envoy processing is handled on a space-available basis regardless of if you are traveling with or without the employee who gave you the pass. The domestic first class upgrade fees are non-refundable; however they are valid for three years and can be used at another time. International first class upgrades are refundable within one year of issue but are also valid for use for three years from the date of issue. You may purchase a First Class/Envoy upgrades at any US Airways ticket counter.

Cost of Travel: Guest pass fares are published zonal fares between specific city pairs served by US Airways Mainline, Shuttle and/or US Airways Express flights. Guest passes are not valid on service that is operated by a code share partner airline. For any routings which do not follow published US Airways pricing schedules, a point-to-point fare structure will be applied. Example: If the guest pass routing is Houston to Phoenix to Austin, the guest pass fare applied would be the fare from Houston to Phoenix, plus the fare for Phoenix to Austin since this routing is not a published routing in US Airways published pricing schedules. Travel US is the best way to determine how much the guest pass will cost with its pricing feature.

Step by Step: Traveling on a Guest Pass:

- 1) **Prepare:** Because you will fly standby, take time to plan your trip on flights and days that are in low demand. The employee can check the Passenger Boarding Totals (PBTs) online on Travel US which can give you an idea for your chances of getting on the flight or you can check the PBTs by calling the Employee Travel Line (ETL) at 1-800-325-9999 and pressing option 1 and follow the prompts. In the event that you need to make changes to the guest pass contact the employee to make the modifications on Travel US. Have the PNR and the employee's travel ID with you on your day of travel.
- 2) **Check in:** Guests who are listed and e-ticketed for a flight can check-in online as early as 24 hours in advance and no later than 60 minutes before the scheduled departure time at <http://wings.usairways.com>. Web check-in is only available for domestic travel. Check in can also be done at a US Airways ticket counter or kiosk up to 4 hours in advance of the scheduled departure time. To check in online, click on the link for Web Check-In. Type in the PNR confirmation number, the employee's badge number and the origin city and follow the prompts.
- 3) **Pay for the pass:** Guest passes can only be paid online on Travel US at the time of booking. There is no longer an option to pay for the pass at an airport ticket counter.

- 4) **Boarding:** Stay within close proximity of the gate. An agent will call you to the podium give you a boarding pass if a seat is available on the flight. Please do not hover at the counter asking to be boarded. If the agent asks you to check your carry-on luggage, please comply immediately. If your flight is sold out and you are not boarded, please wait until the agent is free before asking for assistance. The agent will either help you or direct you to another source for information.
- 5) **During Travel:** Please maintain a polite, appropriate demeanor during guest pass travel and refrain from discussing guest pass travel privileges or the fact that you are flying at a reduced fare.

Dress Guidelines: Guest pass travelers in Coach or First Class/Envoy may wear casual attire. US Airways asks its employees and their pass riders to exercise good judgment when selecting their travel attire. Clothes should be in good repair, neat, clean, and conservative. Unacceptable attire in any class includes any clothing that is torn, faded, soiled, wrinkled, cut-off, has ragged edges or holes; clothing with offensive graphics or terminology; and provocative or revealing clothing such as micro/miniskirts, bare midriff, halter, tank, tube or bra tops.

- Coach Class: Eligible Pass Riders may wear casual attire, including shorts, blue jeans, sandals, and athletic footwear.
- First or Envoy Class: Pass travelers may wear casual attire, including blue or black denim attire, skirts, capri-style pants, and sandals, provided it is well-groomed, neat, clean, and conservative. Unacceptable attire in First Class/Envoy includes tee shirts, shorts, jogging suits, athletic gear, baseball-style caps, athletic shoes, beach footwear, flip-flops including Croc-style footwear.

A good guideline to follow is if you have to ask if what you are wearing is appropriate, then it most likely is not and should not be worn if you wish to travel on US Airways as a non-rev.

Baggage: Guest pass travelers are not eligible to receive compensation for lost or damaged baggage; however if baggage is lost or misdirected the US Airways Baggage department will open a tracing claim for you. Guest pass travelers will not be compensated for any baggage claims to have their luggage delivered, replaced, repaired, or have interim expenses paid. You are encouraged to pack light and to carry-on luggage whenever possible. Guest pass travelers are also subject to the same excess, overweight, oversize baggage restrictions as revenue customers including any applicable fees when traveling without the employee. Baggage fees are nonrefundable. More information regarding baggage fees is available on www.usairways.com.

Changes to Itinerary & Refunds: Once guest passes are paid for and e-ticketed, they are valid for one year from the original date of issue. Only the original passenger named on the record can use that guest pass, names cannot be changed. **Anytime adjustments need to be made to the itinerary; please contact the employee to make those modifications on Travel US online.** You can change the routing, origin or destination of the return portion of a partially used e-ticket. Any changes made to the origin or destination may result in a higher guest pass fare and additional payment will apply. If the change results in a lower guest pass fare, it will be processed as an uneven exchange/refund and the difference in fare will be refunded.

To initiate a refund, ask the employee to process online thru Travel US and it will be submitted for a refund electronically. The monies will be refunded back to the original form of payment. To check on the status of a refund, contact Refunds@usairways.com.